



Telecommunications Bulletin

Customer Service Center (CSC)

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State-Wide International Call Blocking on AT&T Centrex Lines

The Department of Central Management Services (CMS), Bureau of Communications and Computer Services (BCCS), will begin a project on March 2, 2015 to establish international (+011) calling blocks on all AT&T Centrex lines in the cities identified at the end of this Bulletin. This project is part of an ongoing initiative by CMS to take measures to protect the State against fraudulent calling.

Once the block is in place, if a user attempts a 011 international call the user will experience either a fast busy or a prerecorded message stating “the call cannot be completed as dialed.” To avoid unnecessary questions or repairs directed to agency Telecommunications Coordinators and/or our CSC Service Desk, we ask that you notify your end users of this call blocking project.

If you have users that require access to international calling, you can request that CMS make an exception to the international blocking on the lines that need to make international calls. If you have any of these, please submit via e-mail, a list of lines needing international dialing access to Richard Freimuth at Richard.Freimuth@illinois.gov prior to February 23, and CMS will not have any international blocking added to those lines.

We appreciate your cooperation and patience while this project is completed. The AT&T international call blocking project will take several weeks and the target completion date is slated for May 1, 2015. CMS will continue to investigate international call blocking on all types of state lines supported by all carriers. If you have any questions regarding this call blocking initiative, please contact Richard Freimuth at 217-785-9211 or by email at Richard.Freimuth@illinois.gov.

Please note that in large municipal areas, your agency may have users on both Centrex and other types of lines. If you need to distinguish which agency lines are AT&T Centrex, you can search EMS for the following Catalog Codes:

- SSCXL – analog Centrex line
- SSDXL – digital (P-phone) Centrex line
- SSDAN – phantom number on a P-phone
- SICLBL – ISDN BRI line

AT&T Centrex Cities

Alton	Edgemont	Peoria
Aurora	Elgin	Petersburg
Belleville	Elk Grove Village	Quincy
Bellwood-Maywood	Glen Ellyn	Rock Island
Champaign	Harvey	Rockford
Chicago (city)	Joliet	Skokie
Chicago Heights	Kankakee	Springfield
Collinsville	Moline	Sterling
Decatur	Mt. Vernon	Tinley Park
Des Plaines	Ottawa	Urbana
East Moline	Palatine	West Chicago
East St. Louis	Park Forest	Waukegan